

ATTACHMENT G

MicroTransit Operational Model Concepts

Cost Efficiency Considerations:

- Shifting operating costs to capital costs and optimize labor model to reduce operating costs and improve overall financial viability
- Effective January 2024, incrementally raising fares to the originally planned fare of \$2.50 (current MTP fares are \$1 per trip as an introductory fare)
- Structuring future contracts with better accounting for time-of-day and performance delivery to remain useful to customers and cost-effective for Metro
- Hybrid approach which combines a smaller MicroTransit program coupled with a partnership with a Transportation Network Company (TNC)

Performance Enhancements:

- November 2023, streamlining operating hours (current MTP hours of operation are generally from 5 am to 11 pm) to address the demand for more service levels during high demand periods as indicated by failed search percentages
- June 2024, discontinuing or curtailing service in some low-performing Metro MicroTransit zones with consideration of continued service in zones where bus lines were eliminated/reduced due to NextGen